



Division of Prevention and Behavioral Health Services
Department of Services for Children Youth and Their Families
State of Delaware

ADM 001 Development and Revision of Policies			
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	Developed: 12/19/99 <i>Susan A. Cycyk</i>	Revision Date: 1/26/07, 2/7/08, 2/10/09, 8/10/10	

PURPOSE

The purpose of this policy is to codify the process by which DPBHS establishes, implements, and revises policy.

APPLICABILITY

This policy applies to all employees of the Division of Prevention and Behavioral Health Services.

POLICY STATEMENT

The Division of Prevention and Behavioral Health Services (DPBHS) issues policies and procedures to identify and/or clarify the Division's philosophy, structure, procedures and/or operations in order to set standards for performance. These policies and procedures will comply with state, federal and professional mandates and guidelines, establishing clear lines of accountability that support reasoned and effective decision-making at all levels to provide for safe and high quality services.

Since staff at all levels of the organization are responsible for the quality of services provided by DPBHS, any individual may suggest a policy to be developed or recommend a revision of policy. These suggestions must be made first through the supervisor and upward through the appropriate chain of authority to the Director of the Division and/or his/her designee(s).

The Quality Improvement Director may function as the Policy Coordinator or may designate another Quality Improvement Unit employee as the Policy Coordinator, but remains responsible for this function.

The Director of DPBHS may consult with or notify the Advocacy and Advisory Board regarding significant policy changes.

Procedures for developing and reviewing policies are attached to this policy.

I. Initiating Division Policy

The Division Director and/or his/her designee(s):

- Determines requirements, including timeframes, for initiation and development of policy.
- Designates a policy author to draft a new policy.

Policy Author

- Obtains input from as many appropriate stakeholders as possible. In addition to the major operational units of DPBHS (Intake and Assessment, Clinical Services Management, Quality Improvement, Administration and the Terry Center/Silver Lake Programs, as appropriate. Stakeholders may include, but not necessarily be limited to parents, providers, and other systems with which DPBHS routinely interacts.
- Drafts policy and forwards for feedback to reviewers as designated by DPBHS Director and or his/her designee(s).
- Policy author incorporates feedback obtained through internal routing as appropriate.

- Policy author forwards final draft with recommendations incorporated, as appropriate, to QI Unit who forwards final document to DPBHS Leadership Team for review and approval.

Policy Coordinator

- Manages the procedures for policy development,
- Obtains leadership approval for policy,
- Routes policy for Director's signature
- Routes policy for scanning onto both the Department and the Division Websites.
- Maintains both a hard copy of the policy in the DPBHS Policy Manual and an electronic copy in the DPBHS U:Drive/DivPol and the DPBHS QI U:Drive folder.
- Indexes and distributes policy.

II. Review and Revision of Policy

Policy Coordinator

- Ensures that all DPBHS policies are reviewed at least annually and/or revised when a policy change is needed,
- Coordinates the process as identified in procedure.

DEFINITIONS

- I. Policy - A concise statement of intent, course of action, or conduct applicable to employees and/or providers.
- II. Procedure - Statement pertaining to the method(s) by which a policy should be implemented. This will be attached by reference to the policy and may be revised at any time if the method by which a policy is implemented is changed.
- III. Policy Author - Name and title of person or persons designated or assuming the responsibility for writing a policy.
- IV. Policy Approver – Name, title and signature of person authorized to approve policy for the Division.
- V. Policy Coordinator – Coordinates the policy initiation and review process.

DIVISION OF PREVENTION AND BEHAVIORAL HEALTH SERVICES PROCEDURES FOR DEVELOPING AND REVIEWING DIVISION POLICY

A policy is a concise statement of intent, course of action, or conduct expected of DPBHS employees and/or providers.

FORMAT OF POLICY

All policies must be published using uniform format as is illustrated below. Existing policies which are being revised have a number assigned. For new policies "NO." in the first box below is assigned by the QI Unit using the following standard format and numbering system beginning 001.

Administrative Services (**ADM**)
Clinical Services (**CS**)
Clinical Service Providers (**CSP**)
Performance Improvement (**PI**)
Human Resources (**HR**)



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NO.	Title		
Authored by:		Title:	
Approved by:		Title:	
		Date:	Page: 1 of 2

- I. **Purpose** – This is a clear statement of the goal DPBHS wants to achieve through issuance of the policy.
- II. **Applicability** – This is a clear statement of staff to whom the policy applies. In most cases, policies apply to all staff of the Division.
- III. **Policy Statement** – This is the directive for which the policy is created and should clearly state what is expected.
- IV. **Definitions** – Not all policies require definitions. These should be included if there are any terms that should be clarified in order for staff to understand clearly what is expected.

AUTHORING OR REVISING POLICY

It is expected that anyone designated to write or review policy will use the standard policy format and will obtain input from as many appropriate stakeholders as appropriate. In addition to the major operational units of DPBHS (Intake and Assessment, Clinical Services Management, Quality Improvement, and Administration) stakeholders may include, but not necessarily be limited to parents, providers, and other systems with which DPBHS routinely interacts. Upon completion of any new policy or any policy revision, the policy author is responsible for submission of that policy to the DPBHS Leadership Committee for approval prior to submission to the DPBHS Quality Improvement Administrator. Policies that have been reviewed but not revised do not require approval by the DPBHS Leaderships Committee.

Upon approval of the new or revised policy by the DPBHS Leaderships Committee the policy author or reviewer will route an electronic copy of the policy to the QI Unit. It is expected that the author will have proof read the policy, used the required format prior to submitting the policy to the QI Unit.

ROLE OF QUALITY IMPROVEMENT UNIT

The Quality Assurance Administrator has the central role in assuring that policies are developed, maintained and distributed.

Routes New or Revised Policy

- Upon receipt of final draft of a policy from the policy author, QA Administrator reviews for completeness of format and correspondence with existing Division and Department policies.
- If additional changes are required, provides feedback to policy author who is responsible for incorporating any changes to the policy.
- Following approval of the final policy draft by the Leadership Committee, QI obtains Signature Approval from Division Director or his/her designee(s).
- Affixes DPBHS Internal Policy Routing Form approval/review to documents and routes electronically to DPBHS Unit Heads for unit review. It is expected that maximum input is obtained prior to final review by DPBHS Leadership. See Attachment A.
- Establishes and maintains log for internal routing.

Maintains Policy Review History

- Establishes an index which lists all policies with dates of initial approval, review and revisions dates.

Staff Information

- Routes new and revised policies throughout all applicable units, obtaining sign-off that unit heads and supervisory staff have reviewed and will communicate the policy to their supervisees as appropriate. (See Attachment B)
- Assures that the DPBHS Training Administrator receives all new and revised policies so that New Staff Orientation will include all current policies.

Policy Availability

- Assures that policies are current on the Department and Divisional websites.
- Distributes the policy in a read only format on the Divisional drive (address: U:\DIVPOL\).
- Assures that hard copies of all current policies are available in the DPBHS Policy Manual maintained within the Quality Improvement Unit.

Policy Review

- Assures that all DPBHS Policies are reviewed on an annual basis.

**DIVISION OF PREVENTION AND BEHAVIORAL HEALTH SERVICES
INTERNAL POLICY ROUTING FORM**

The purpose of this form is to assure that all appropriate staff have an opportunity to comment on a proposed new policy or a policy revision prior to approval by the Divisional Leadership Team.

Policy # _____

- ☐ **New Policy**
☐ **Annual Policy Review**

Start date: _____

Return to: _____
QI Office

Unit/Reviewer(s)	Date	Acceptable with no changes	Suggestions for Changes:
Intake & Assessment			
Clinical Services			
Program/System Administration			
Quality Improvement			
Data			
Silver Lake/Terry Center			
Other			

Routed to Division Director for Signature _____
 Date _____

Received Signed Copy from Division Director _____
 Date _____

Upon review and sign-off by all your staff, please return the form with original signatures to the DPBHS Quality Improvement Unit, Attention: Tyneisha Jabbar-Bey.

Unit: _____

Unit Head: _____

Policy # _____

Routing Start Date: _____

☐ New Policy

☐ Annual Policy Review

Return to: _____

QI Office

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